

Citizen Complaint Process

WHAT IF I AM NOT SURE I HAVE A COMPLAINT BUT DO HAVE A QUESTION OR CONCERN

In many instances, a question or concern can be handled very informally. Many times these originate because of a misunderstanding about this agency's function, its policies and procedures, or the duties and responsibilities of its members. Quite often, if a citizen or resident asks some questions about our procedures or inquires about the reason(s) some particular action was taken, it will be possible for an officer or supervisor to provide a very adequate explanation. If your questions or concerns cannot be resolved in an informal manner, you have the right to make a formal complaint utilizing the citizen complaint form.

WHAT IS A CITIZEN COMPLAINT?

A citizen complaint is an allegation of any action or inaction by Springboro Police Department personnel, which an individual considers to be contrary to law, proper procedure, good order or in some manner prejudicial to the individual, the Police Department, or the community.

A complaint can be filed in writing, verbally, in person or by mail, telephone, facsimile or electronic mail. All supervisory personnel are authorized to take informal complaints. Complaints made utilizing the citizen complaint form should be done with a Division Commander or Chief of Police.

WHO HANDLES CITIZEN COMPLAINTS?

Complaints about the quality of service provided will be assigned to the employee's immediate supervisor by the Chief of Police. Examples of these complaints are:

- Discourtesy/Unprofessional Attitude
- Lack of Proper Service
- Improper Procedure (e.g. offense investigation, use of discretion, official law enforcement practices, etc.)

Allegations of misconduct will be handled by the Chief of Police or designee and/or the judicial system. Examples of these complaints are:

- Criminal Conduct
- Sexual Misconduct
- Use of Excessive Force
- Unnecessary pointing of firearms at persons
- Serious misconduct (severe nature or pattern of violations, lack of service, etc.)
- Improper searches and seizures
- Discrimination

HOW WILL MY COMPLAINT BE RESOLVED?

Every complaint will be thoroughly investigated. Complaints that can be handled informally may be resolved over the telephone, in person or in writing. Complaints filed utilizing the citizen complaint form will be resolved in writing with a response from the Chief of Police.

Any serious allegation described above will be handled by the Chief of Police and/or either of the two section Commanders. This may include asking for assistance from another police agency or the Warren County Prosecutor's Office. In either case the complaint will be fully investigated. Once the complaint is filed you will be contacted and thoroughly informed of the process that will follow. You will also be kept informed as the process progresses. You will be contacted within three days and advised of who will be handling the investigation.

Upon completion of the investigation a report will be forwarded to the Chief of Police for final disposition. Once the report is approved, you will be informed in writing of the outcome of the investigation of your complaint including whether any non-disciplinary corrective action or disciplinary action was taken.

IT IS A VIOLATION OF OHIO LAW TO FILE A FALSE COMPLAINT AGAINST A POLICE OFFICER (ORC 2921.15) (ORD 606.27)

To file a complaint, please contact the on-duty supervisor at the phone number, or address below.

Phone numbers/addresses for citizen complaints

Springboro Police Department
320 W. Central Ave.
Springboro, OH 45066
937-748-0611
937-748-3214 fax